

**OLIVE VIEW-UCLA MEDICAL CENTER
PATIENT ACCESS
POLICY & PROCEDURE**

**NUMBER: 776
VERSION: 1**

SUBJECT/TITLE: CODE TRIAGE DISASTER PROCEDURES

POLICY: Patient Access Disaster Plan is activated whenever an OVMC Code Triage is ordered.

PURPOSE: To ensure appropriate response from all staff in Patient Access, i.e., Admissions, Inpatient Financial Services, Patient Relations, Patient Access Center and Customer Service Center, in the event of an internal or external disaster of a catastrophic nature such as; earthquakes, fire, chemical spills and multi-accident so patients can be expeditiously registered and admitted into the hospital.

DEPARTMENTS: PATIENT ACCESS

DEFINITIONS:

PROCEDURE: HOSPITAL COMMAND CENTER (HCC)/ COMMAND POST (CP):

1. Hospital Administration – Conference Room 2C159 – Ext. 73023
2. New Conference Center – (818) 833-6605

LABOR POOL:

1. Nuclear Medicine Waiting Room 2C161

DHS HEALTH CENTERS & MID-VALLEY COMPREHENSIVE HEALTH CENTER:

1. Health Centers Command Center
Administrative Conference Room
(818) 947-4026

PRESS/MEDIA:

The Press/Media will not be allowed in any treatment areas. All Press/Media inquiries should be referred to the Hospital Command Center.

ALL EMPLOYEES:

SUBJECT/TITLE: CODE TRIAGE DISASTER PROCEDURES

Policy Number: 776

Page: 2

1. Remain in or return to appropriate work area.
2. Phone use should be limited to emergencies only.
3. Report to immediate supervisor and sign in on Code Triage Sign-In Sheet
 - a. Admissions: 2nd floor, Room 2E210
 - b. DEM/MWI Registration: 2nd floor, Room 2E210
 - c. Prescreen: 2nd floor, Room 2E210
 - d. Patient Access Registration: 2nd floor, Room 2D142 Lounge
 - e. Patient Services Center: 2nd floor, Room 2D101 Lounge
 - f. Inpatient Financial: Immediate Supervisor's Office
4. If instructed, report to Labor Pool-Room 2C161
5. All others, standby for further instructions, except where noted on Page 3. Specific Procedures by work areas.

ALL SUPERVISORS OR DESIGNEE:

1. Initiate Code Triage Sign-In Sheet (Attachment I) and Code Triage Staffing/Impact Report (Attachment II).
 - a. The Code Triage Staffing/Impact Report must be sent to the Hospital Command Center electronically, within 30 minutes of Code Triage announcement.
 - b. If electronic transmission is not possible hand carry Code Triage Staffing/Impact Report to the Hospital Command Center (2C159).

Note: Division Code Triage Sign-In Sheets are for departmental use only and are not to be turned into the Hospital Command Center.

2. Ensure all staff signs the Code Triage Sign-In Sheet.

Note: Patient Access supervisors are to deliver the completed Code Triage Sign-In Sheets to the Division Head and/or Designee.

SUBJECT/TITLE: CODE TRIAGE DISASTER PROCEDURES

Policy Number: 776

Page: 3

3. Identify available staff for Labor Pool, from Code Triage Sign-In Sheet.
 - a. Each Supervisor must indicate the number of staff on duty and identify which staff will be available for the Labor Pool, based on the immediate needs of the department.
4. As soon as possible, after the Code Triage has ended, send copy of Code Triage Staffing/Impact Report and Code Triage Sign-In Sheet to Revenue Management (RM# 1D144) to be filed in Code Triage Binder.
5. For urgent messages or issues that need to be communicated to the Hospital Command Center:
 - a. Fill out an Emergency Incident Message Form (Attachment III).
 - b. Send to Hospital Command Center electronically or via Runner.
6. To ensure proper staffing, during a Code Triage, employees may be called to report to work, as needed. Document each response from the employee as to their availability.

NOTE: All supervisors must have a current Disaster Fan-Out-List to refer to at all times (i.e. home, work).

HOSPITAL INFORMATION DESKS

1. Safety Officers and/or Designee:
 - a. One Safety Officer and/or Designee from IPFS report immediately to the 1st floor Information Desk ext. 65827 and one Safety Officer and/or Designee from Patient Access report to the 2nd floor Information Desk ext. 73186. Remain at your positions until the Operator announces “All Clear Code Triage”.
 - b. Receive copy of Disaster Patient Registration form (Attachment IV) from Admitting Staff runner indicating that patient is receiving treatment or has been admitted/discharged or transferred from the hospital.
 - c. Alphabetize the Disaster Patient Registration forms upon receipt, for a quick reference, if asked if the patient is being treated at facility.
2. Retain copies of Disaster Patient Registration forms until the “All Clear Code Triage” is announced by the Operator, return all forms to Revenue Management, Room 1D144. If the press or media are seen on the premises or approach the information desks, ask them to wait there while you notify the

SUBJECT/TITLE: CODE TRIAGE DISASTER PROCEDURES

Policy Number: 776

Page: 4

Hospital Command Center at Ext: 73023 and/or contact the Safety County Police at Ext. 73409.

3. Contact Hospital Command Center for further instructions for persons requesting information regarding patient's status.
 - a. Employee can only confirm if a patient is being treated at the Hospital and cannot discuss any medical information about the patient, without prior authorization.
 - b. When unsure of how to proceed, contact Supervisor, if not available contact the Hospital Command Center for instructions.

ADMITTING/DEM SUPERVISOR:

1. Ensure that County Badges are clearly visible on employees at all times during Code Triage Disaster Drill, for identification purpose.
2. Update Hospital Command Center as needed.

ADMITTING STAFF:

1. Receive notification of admissions from Bed Control/Census and admit patients per existing procedures.
2. Deliver copy of Disaster Patient Registration form via runner to:
 - a. Hospital Command Center
 - b. Information Desks (1st and 2nd floor)

DEM REGISTRATION STAFF

1. Report to Emergency Room where patients' are located and complete Disaster Patient Registration form.
2. Return to Registration area and register patients per existing procedures.
3. Deliver a copy of Disaster Patient Registration form to:
 - a. Hospital Command Center
 - b. Information Desks (1st and 2nd floor)

LABOR/DELIVERY-ADMITTING STAFF:

Receive notification from Nursing Staff regarding patients to be admitted or

SUBJECT/TITLE: CODE TRIAGE DISASTER PROCEDURES

Policy Number: 776

Page: 5

registered for Outpatient services per existing procedures.

2. Process admission per existing procedures.
3. Deliver a copy of Disaster Patient Registration form via runner to:
 - a. Hospital Command Center
 - b. Information Desks (1st & 2nd floors)

PRESCREEN STAFF:

1. Report to Admissions Office, Room 2E210 to sign-in and receive further instructions.

PATIENT ACCESS SUPERVISORS:

1. Upon request, assign pre-designated staff to DEM/MWI Registration area.
2. Assign employees to Labor Pool.
3. Standby for further instructions.

PATIENT ACCESS STAFF:

1. Designated staff shall report to Admission's Office located on 2nd Floor, Room 2E210 and follow instructions given by Supervisor.
2. Designated staff reports to Labor Pool, upon request, located in Nuclear Medicine Waiting Room, 2C161.
3. Remain in immediate work area unless instructed otherwise by supervisor.

INPATIENT FINANCIAL SERVICES SUPERVISOR:

1. Ensure employees remain in work area, until directed by Management to Report elsewhere.

INPATIENT FINANCIAL SERVICES STAFF

1. Remain in your work area until instructed by supervisor to report elsewhere.
2. Ensure supervisor is aware of your whereabouts at all times.

NOTE: OFF DUTY STAFF

- During off shift hours call employees from Disaster-Fan-Out List, See existing procedures, documenting employee availability.

SUBJECT/TITLE: CODE TRIAGE DISASTER PROCEDURES

Policy Number: 776

Page: 6

(Attachment III).

- In the event of an earthquake or natural disaster, all staff, on all shifts may be contacted to report to work during off duty hours.
- All supervisory staff must make every effort to report for duty and assist wherever needed.
- All employees must report to their pre-assigned department/location and sign in on the Code Triage sign-in sheet, when asked to report to work during off duty hours.

References:	
Approved by: Lisa Cruz (Assistant Hospital Administrator)	Date: 07/29/2019
Review Date: 07/29/2019	Revision Date:
Next Review Date: 07/29/2022	
Distribution: Inpatient Financial Services, Patient Access, Patient Access Registration, Revenue Management	
Original Date:	